

City selects ERP system to improve its service to citizens.

CLIENT OVERVIEW

- Operates in some ways more like a business than a government entity
- Runs 14 diverse departments with the assistance of private entities
- Provides water utility services and manages charter schools
- The city's operations are unusual compared to other cities. Several areas function more like a business than a government entity.

CLIENT NEEDS

Panorama was engaged by the city to select and assist in the implementation of a new ERP and related systems. Framed as an initiative to bring a high “return on citizenship” (the amount and quality of services received for taxpayer dollars) to the city’s constituents, the project’s goal was to implement a platform that would provide the same (or better) quality services to its citizens as what they receive from many private-sector providers.

Because the city runs 14 diverse departments with the assistance of private entities, a government-focused ERP was not necessarily the only option for the organization.



BENEFITS OF ERP INITIATIVE

Improved customer/
citizen insights

Elimination of duplicate
or lost transactions

Time savings through mobile
capabilities for billing reviews
and approvals



The ability to use historical
data for future bidding and
estimating

Reduction in purchasing
costs through aggregated
spending



OUR APPROACH

Panorama led an effort to determine the city's business requirements across the organization. Approximately 1,800 requirements were identified across areas that included finance & accounting, public service/utilities & billing, procurement & contracts, city clerk, building & maintenance, community services, public service, human resources & payroll, planning & economic development, and schools.

Then, Panorama presented a long list of ten software vendors for consideration, each of whom received a request for quote (RFQ). This allowed the city to compare the system capabilities of a broad set of vendors.

Given the nature of the city's needs, we divided the selection process into two separate but related streams: one for the ERP solution and another for a student information system (SIS). Ultimately, three vendors presented customized demonstrations for ERP and two vendors presented for SIS.



Rich Goluskin, Director of Client Services
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OUR SELECTION APPROACH FOR THIS PROJECT WAS DESIGNED TO HELP THE CITY ACHIEVE OPTIMAL PERFORMANCE WHILE INCREASING COMMUNICATION AND CREATING VALUE FOR EVERY AFFECTED EMPLOYEE AND CITIZEN.

SELECTION RESULTS

Once the ERP solution was selected and successfully negotiated, the City Commission approved the purchase and authorized the implementation project to proceed. Panorama helped the city implement the new ERP in a project oversight capacity, ensuring the vendor met its obligations and delivered the solution as contracted.

The SIS selection process has reached the point where there are two finalists competing head-to-head for the business. Panorama continues to support the city in its SIS selection, similar to how we supported the ERP selection process.

IMPLEMENTATION RESULTS

The ERP implementation resulted in the following benefits:

- The ability to standardize templates for job estimating and bidding by branch, saving time in spreadsheet set-up and avoiding potential errors
- Reduction in time spent to approve bids as a manual email process will no longer be needed
- Increased productivity driven by improved customer insights and predefined workflows
- Online and offline requisition capabilities eliminating duplicate or lost transactions
- Preconfigured reports and dashboards reducing the time spent manually creating reports
- Time savings through mobile capabilities for billing reviews and approvals
- The ability to use historical data for future bidding and estimating
- The ability to aggregate and negotiate spending by accessing data on purchase history and viewing vendor scorecards of performance and lead times
- Improved project management leading to improved financial performance